



Open Enrollment Checklist

ENROLL ONLINE THROUGH eWay:

Logging On From A City Computer or Home Computer

Accessing eWay ⇒ From Work

<https://sjhp92.hosted.cherryroad.com/psp/sjhp92/?cmd=logi&n&languageCd=ENG&>

Accessing eWay ⇒ From Home

<https://sjhpss.hosted.cherryroad.com/psp/sjhpss/ESS/HRMS>

1. Click on **eWay** near the top of the page.
2. **Log on to eWay** – New user login instructions are available on the eWay site. A new “Forgot my password” function (which also serves as the tool to change your password) within eWay has replaced CityPass, however, it is not available yet. To reset your password, employees should call 408-793-6900 or [submit a ticket](#) to the Help Desk.

Enrolling Online

1. Click **Main Menu > Self Service > Benefits > Benefits Enrollment**
2. Click the **Select** button
3. Click the **Edit** buttons to make changes:

- ☐ **Medical, Dental, or Vision Plans**
 - Choose a plan (including Waive or In-Lieu)
 - Enroll or drop dependents
 - Designate Primary Care Providers (if applicable)
 - Click the **Store** button
 - Click the **Update Elections** button
- ☐ **Wellness**
 - You must re-enroll each year**
 - Choose a coverage level (including Waive)
 - Click the **Store** button
 - Click the **Update Elections** button
- ☐ **Employee Assistance Plan (EAP)**
 - *Eligible employees are automatically enrolled*
 - Enroll or Drop Dependents
 - Click the **Store** button
 - Click the **Update Elections** button
- ☐ **Medical Reimbursement Account (MRA)**
 - You must re-enroll each year**
 - Designate an annual pledge (maximum is \$2,550/year.)
 - Click the **Store** button
 - Click the **Update Elections** button
- ☐ **Dependent Care Assistance Plan (DCAP)**
 - You must re-enroll each year**
 - Designate an annual pledge (maximum is \$5,000/year)
 - Click the **Store** button
 - Click the **Update Elections** button

IMPORTANT

Once you complete your enrollment changes, click the **SUBMIT** button to finalize your enrollments. You **MUST** click the **SUBMIT** button, and then check ✓ all of the disclosure boxes on the next screen, and click **SUBMIT** again for your changes to take effect.

SUBMIT REQUIRED PAPERWORK TO EMPLOYEE BENEFITS:

- ☐ **Marriage Certificate**
- ☐ **Birth Certificate(s)**
- ☐ **Health and/or Dental In-Lieu Verification**
- ☐ **Affidavit of Domestic Partnership**

If you enrolled a Domestic Partner and/or your partner's children (not your naturally-born, adopted, or guardianship dependents), **you must submit a completed Affidavit of Domestic Partnership to Human Resources within 2 weeks of enrollment** for coverage to take effect.
- ☐ **Full-Time Student Status Verification**

Please see the Benefit Eligibility Verification Policy for Full-Time Student Dependents.

Submit the required paperwork to:

Human Resources – Employee Benefits
200 E. Santa Clara St., 4th Floor Tower
San Jose, CA 95113

Fax: (408) 999-0862
Email: HRBenefits@sanjoseca.gov

UPDATE CONTACT INFORMATION & BENEFICIARY(IES) AS NEEDED:

- ☐ Update my personal contact information in eWay
- ☐ Update my emergency contact information in eWay
- ☐ Update my beneficiary(ies) on my Life Insurance, Personal Accident Insurance (AD&D), Deferred Compensation, or Retirement plans (See the HR Benefits web page under Resources: “Update my Beneficiaries” for links to make beneficiary changes.

FOR MORE INFORMATION:

Contact Human Resources:

Phone: (408) 535-1285
E-mail: HRBenefits@sanjoseca.gov

Open Enrollment Desk hours:

Human Resources Department
City Hall 4th Floor Tower
Oct. 24, 2016 – Nov. 14, 2016, 8 am – 5 pm,
Monday – Friday (except for the Veteran's Day Holiday on Friday Nov. 11, 2016)